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TSAC's Loan Group Streamlines Email Communications

TSAC continuously enhances its services to provide the highest level of customer service to schools, lenders and servicers. As a way to increase the efficiency of processing borrower updates and response time to requests, TSAC has created four e-mail addresses by functionality area that are monitored by team members throughout the day. The requests that are sent to the centralized e-mail addresses are processed within 24 hours of receipt. These functional areas and e-mail addresses are listed below:

| |
|---|
| Loan Maintenance loanmaintenance@guarantorsolutions.com |
| NSLDS nslds@guarantorsolutions.com |
| Federal Default Fee Billing feebilling@guarantorsolutions.com |
| New Application Processing applications@guarantorsolutions.com |

The Loan Maintenance and NSLDS e-mail addresses are being used by many lenders and servicers to submit requests to update borrower's accounts to ensure they reflect accurate information. As is widely known, ensuring borrowers accounts reflect accurate information is vital throughout the life of the loan.

The Fee Billing e-mail address is intended for lenders and servicers to send in their reconciled Federal Default Fee Billing statements. By submitting the information electronically, efficiencies in turnaround time have occurred. This helps ensure all accounts are updated and all payments are posted before the end of the billing cycle. Due to the great success experienced using the centralized



e-mail addresses created, TSAC has added an additional address to use for application processing. This address is monitored by three team members throughout the day who will assist the submitter with their request within 24 hours.

For additional help on the services, contact Bill Heath at bill.heath@state.tn.us or Marea Herrington at marea.herrington@state.tn.us.

UPCOMING EVENTS & CONFERENCES

10/12/2008-10/14/2008

TASFAA Fall
Conference
Nashville, TN

11/19/2008-11/21/2008

2008 TACRAO Conference
Chattanooga, TN

2/22/2009

College Goal Sunday 2009

High School Peer Counselor Program Accepts Applications

The High School Peer Counselor Program will begin accepting applications for students to participate in the program. The Peer Counselor Program is designed to allow high schools to use college students during the academic year to serve as resource personnel for school counselors.

Institutions that choose to participate in the program must offer a training workshop covering the basics of student financial aid before students can begin working

at the schools.

The institution is required to pay the peer counselors per the instructions of the state contract and then submit an invoice to receive reimbursement. The deadline for submitting the application is October 31, 2008. The application is available on TSAC's website at www.collegepaystn.com.

If you are interested in participating or have questions about the program, contact Darolyn Porter at darolyn.porter@state.tn.us or (615) 253-7472.

TSAC Continues to Pay Federal Default Fee

TSAC announced in late February the plan to pay the Federal Default Fee throughout the 2008-09 academic year, which ends June 30, 2009.

In recognizing how busy schools can be, the fee will be applied to all schools regardless of cohort rate, retention rate, level of anticipation in FFELP (Unsubsidized and Subsidized Stafford, Grad PLUS and Parent PLUS loans), and regardless of what lender the borrower chooses.

TSAC is a financially strong guarantor and the Loan Administration group plans to meet with

Board members in December or January in anticipation of making an announcement regarding the following year's plan.

Although it is a bit early for such plans, we recognize as with this past year, the earlier we can get the news to schools the better.

TSAC will continue to keep you informed. Please let any of the TSAC staff know your thoughts on this issue during the upcoming TASFAA conference. Your opinions matter to us.

Senate and House Bill Brings ACT Close to Home

In May of 2007, the Tennessee legislature passed House Bill No. 2236/Senate Bill No. 2175 which states that all Tennessee public school juniors will be required to take a college admissions test beginning with the 2008-09 school year. Previously, public school juniors and seniors have been able to take the ACT on a national test date using a Tennessee voucher prepared by ACT for many years.

On April 22, 2009, to accommodate districts who desire to make taking the test more convenient for their juniors, the ACT will also be offered at the local school. Schools have the option of having in-school testing or using vouchers for the national test date.

ACT scores from the April 22 administration will be reported and used for admissions, placement, and scholarship awards in the same way as scores from a national test administration. They are also accepted by the NCAA for purposes of meeting initial eligibility.

Tennessee is not the first state to offer an “in-school, weekday” testing model. The states of

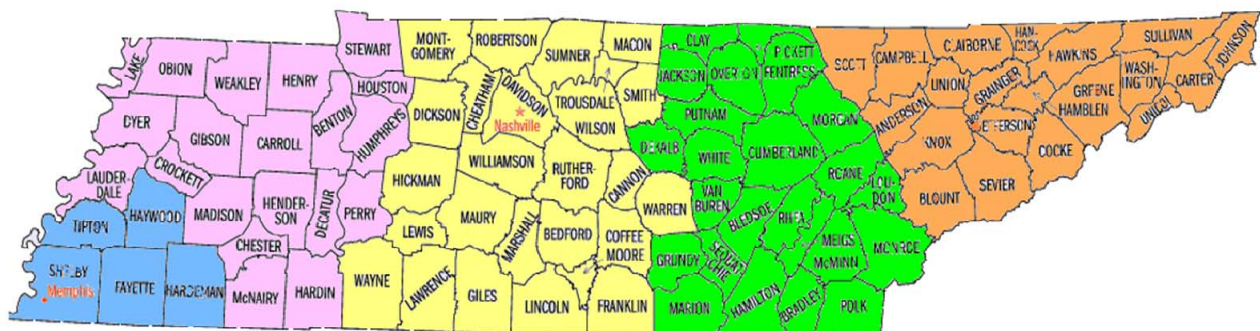
Colorado and Illinois began in-school, weekday testing for juniors in 2001.

In the spring of 2007, Michigan became the third state to require all juniors to take the test on a school day. In March 2008, Kentucky and Wyoming became the fourth and fifth states to do so. These states do not offer a voucher, but require juniors to take the test on a school day at their own schools.

Tennessee joins these states in requiring the test, but will allow the district to choose to test at the local school or to issue vouchers to juniors to test on a national test date. Seniors who have not previously taken the ACT may still use a voucher on any national test date in 2008-2009, but will not be included in the test administration on April 22.

The ACT scores of juniors who take the test as part of the state-funded weekday, in-school testing program in all of these states are reported and used the same way as scores of juniors who take the test on a national test date.

TSAC's Outreach Specialists have recently been traveling across the state delivering new brochures designed by TSAC to help students be informed of the financial aid opportunities that are available to them. The Outreach Specialist will continue to deliver the brochures throughout the month of October. If you would like for your institution to have brochures on hand, please call 615-741-1346 for assistance.



Meet Deloise Henry: TSAC's Accounting Technician

Deloise Henry, TSAC's Accounting Technician, would probably tell you that her favorite part about working at TSAC is being able to help others accomplish their goals. Although, there is not a way to measure the amount of people Deloise has helped in her 30 years working at TSAC, the number would probably be too large to count.

Deloise came to TSAC from the Tennessee Department of Safety in 1978 and has worked to give students the opportunity to improve their life.

Prior to working for the State of Tennessee, Deloise worked in a variety of locations including Brown Engraving Company, Spiegel Catalog, Industrial Towel and Uniform Service, and the U.S. Tobacco Company.

On a personal note, Deloise has a son named Richard and a dog named Pokey, who received his

name as a result of being so laid back. She also has two sisters, Darlene, who resides in Nashville, and Ruth who lives in Arizona.

In her spare time, Deloise enjoys watching television, cooking, crocheting, and knitting. She is also an avid Tennessee Titans fan and loves to watch them play. Her favorite genre of movie is action and comedy.

Originally from Houston Texas, Deloise currently resides in the Nashville area.



Comments from Deloise:

In my 30 years I have seen a lot of people come and go. If I had realized that I was going to stay this long, I would have kept notes. It would have been a great book for people to read. I have seen a lot of changes in my time at TSAC. Everything from the green bar paper to the frequent trips to the Department of Safety to use the letter folder machine. The people I have worked with at TSAC have always been the best. I always feel great when I talk to a parent or student and TSAC has helped to improve their life.

Employee Spotlight